Public Service Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	**Top Number - Total Incidents** **Bottom Number - First Contact Resolution**	
	Low	FCR Total
Public Service Commission	5 1	5 1
Customer Company Total	5 1	5 1

Public Service Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
Public Service Commission	5 0	5 0
Customer Company Total	5 0	5 0

Public Service Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

	Top Number - Total Incidents	
	Bottom Number -Average time in hours	
Customer Company	**Low**	**ATTIR Total**
Public Service Commission	5 0.12	5 0.12
Customer Company Total	5 0.12	5 0.12

Public Service Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

	Top Number - Total Incidents	
	Bottom Number - Missed Resolution	
Customer Company	**Low**	**MR Total**
Public Service Commission	5 0	5 0
Customer Company Total	5 0	5 0

Public Service Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

	Top Number - Total Incidents	
	Bottom Number - Average time in hours	
Customer Company	**Low**	**ATTR Total**
Public Service Commission	5 0.26	5 0.26
Customer Company Total	5 0.26	5 0.26

Public Service Commission

Detail

INC000000340966	Mary Green	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.09
Metro A Help Desk	Liz Evans		Public Service Commission	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000341066	Brad Blackner	Application	Password	Novell GroupWise	TIR Missed:	No	TIR:	0.10
Metro A Help Desk	Liz Evans		Public Service Commission	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000341093	Brad Blackner	Application	Password	Employee Gateway	TIR Missed:	No	TIR:	0.12
Metro A Help Desk	Liz Evans		Public Service Commission	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000341410	Ruben Arredondo	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.30
Metro A Help Desk	Cindy Schroeder		Public Service Commission	Low	Closed	TTR Missed: No	TTR:	0.42
INC000000345657	Jamie Dalton	None	None	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum		Public Service Commission	Low	Closed	TTR Missed: No	TTR:	0.00